

She has done so, not only through classroom instruction, but also through participation in various extracurricular endeavors. Judith has worked to improve the departmental curriculum, participating in departmental meetings, becoming involved in various training programs, and holding an active role in major committees, such as the technology committee. Over the years, Judith has worked to provide her students within an excellent education, and she has been rewarded as many of her students return to thank her for the work ethic she instilled in them.

Mary Tanis has been a Social Studies and English teacher at Kahler Middle School in Dyer, Indiana for 24 years. Throughout her career, Mary has designed a variety of creative projects in her classroom, which have sparked the interest of her students and fellow teachers. She has, for instance, implemented Arbor and Earth Day projects in her classroom. 16 years ago, she created a genealogy project, which is still used to teach children about their different heritages. Mary has also been a forerunner in keeping students apprised of technological resources available to them, and she was one of the first teachers in her school corporation to use the Internet as a classroom tool for instilling in students an interest in current events, history, and the weather. Mary's efforts to focus her young students on current affairs has led several of her former students to run for political office.

Mr. Speaker, I ask you and my other distinguished colleagues to join me in commending these outstanding educators on their receipt of the 1998 Crystal Apple Award. The years of hard work they have put forth in shaping the minds and futures of Northwest Indiana's young people is a true inspiration to us all.

BANKBOSTON SHOWS HOW DIVERSITY SHOULD WORK

HON. BARNEY FRANK

OF MASSACHUSETTS

IN THE HOUSE OF REPRESENTATIVES

Wednesday, May 6, 1998

Mr. FRANK of Massachusetts. Mr. Speaker, I was very pleased to receive from Chairman Charles Gifford of BankBoston an excellent report on the diversity program of the bank. BankBoston shows beyond dispute how an intelligent, supportive approach to diversity is fully compatible with a successful business in America today. Because the inclusion of gay and lesbian workers in diversity programs is unfortunately not yet as wide spread as it should be, I was especially pleased to note the recognition Mr. Gifford and BankBoston have given to this important aspect of a comprehensive diversity program. Given the prejudice against gay men and lesbians that still exist in many areas of our economy and society, I am grateful to Mr. Gifford and BankBoston for taking a leading role in this area. When a highly successful and very well respected institution such as BankBoston steps forward in this way, the lessons for society as a whole are profound. Because of this, I ask that the page from that diversity report illustrating the importance of inclusion of gays and lesbians in diversity programs be printed here. I do so not to suggest that the other aspects of the diversity program are unimportant, but because BankBoston is particularly de-

serving of praise for its willingness to take on this one prejudice which so many other entities fear to confront.

OUR COMMITMENT TO DIVERSITY: A STATEMENT FROM CHAD AND HENRIQUE

We are deeply committed to building a diverse workforce, and are confident that we can and must effectively manage our diversity. But, when BankBoston chose diversity as one of Our Values, many of us in executive management immediately foresaw some challenges.

First, we need to educate our workforce, so we all recognize diversity as the critical business issue that it is. Second, we need to use that understanding and appreciation to leverage diversity as an integral instrument in providing value for customers and shareholders. And third, we must hold ourselves accountable and determine whether we have achieved this vital goal.

Like most business people, we live by the motto that "what gets measured gets managed." This focus on measuring performance quantitatively encourages structure, discipline and accountability. At BankBoston, we use many processes to measure our performance against goals. We survey customers to see how well we are meeting their expectations. We chart our financial performance to determine whether we are hitting our Managing for Value targets. We even use a detailed Performance Development Process to ensure that we manage employees' development.

Some goals, however, do not lend themselves as easily to numbers and graphs. In fact, when you try to measure success in managing diversity through only numerical means, you risk missing the broader and deeper picture. For example, if you meet your targets at hiring more people of color, but you don't create a safe and supportive environment in which their talents and abilities flourish, you will ultimately fail. Even if employees don't physically leave the organization, they may fall short of their potential without sufficient recognition and development.

Diversity is also a moving target. As cultures and demographics shift, diversity itself takes on new meaning. Just 20 years ago, diversity was seen as the need to hire and promote more women and people of color. Today, it is commonly accepted that we must think more broadly than race and gender. We must harness the diverse talents and perspectives of all employees, in our efforts to meet our business goals. This includes changing the way we manage and interact as team members with people who have different styles of learning and working, and managing diversity as a key business advantage in our increasingly multicultural markets. In an evermore diverse and competitive marketplace, we cannot afford to exclude any perspectives.

The costs of not managing workforce diversity are well documented—high turnover, high absenteeism and low productivity. The benefits of managing diversity are also well established—increased creativity and innovation, greater productivity, increased employee satisfaction and loyalty, larger market share and, ultimately, enhanced shareholder value.

This report—focusing on three critical areas of diversity for BankBoston (i.e., investing in our employees, customers and community)—is an example of our sincere commitment. It is one more step in our ongoing journey. We are publishing it to educate our workforce on the value of diversity, to share our successes thus far and to hold ourselves, as an institution, accountable for our progress.

CHAD GIFFORD,

*Chairman and Chief
Executive Officer.*
HENRIQUE MEIRELLES,
*President and Chief
Operating Officer.*

BRIAN BUSH: SETTING THE RECORD STRAIGHT ON GAYS AND LESBIANS

It's the moment of truth for many gay and lesbian employees, the moment you "come out" and be yourself. For Brian Bush, it happened almost two years ago.

The reaction from colleagues and management? "I've received nothing but support," says the head of BankBoston Connecticut's Gay & Lesbian Resource Group. "To know and work with someone who's gay dispels stereotypes. We're very much the same as others. We work hard, care about our careers and have committed relationships."

An assistant vice president in Corporate Lending, Brian can attest to the value of having employees free to focus on their jobs instead of covering up who they are. "Most gays and lesbians wear masks in the workplace and try to act like heterosexuals," he continues. "How do you respond when you receive a personal call at work? What do you say when people talk about their family and social activities? It seems unfriendly not to share details with your coworkers. It takes away from the concept of teamwork. Since coming out, I can focus all my energy on my job."

Brian expects it will be easier for the Bank to generate new business and attract more highly qualified employees, once people learn how supportive the Bank is regarding diversity. "We're very fortunate to have a CEO who has gone out of his way to offer support," he observes. "The Bank's ongoing commitment will show people that our corporate value of diversity is here to stay."

Brian says the recently introduced extended family benefits, which includes domestic partners, "is the icing on the cake. We've made a lot of progress in the last two years, and are way ahead of most companies."

RECOGNITION OF THE PROVIDENCE PUBLIC HOUSING AUTHORITY

HON. ROBERT A. WEYGAND

OF RHODE ISLAND

IN THE HOUSE OF REPRESENTATIVES

Wednesday, May 6, 1998

Mr. WEYGAND. Mr. Speaker, I rise today to commend the Public Housing Authority of Providence, Rhode Island. In ten short years they have managed to turn around some of the most depressing public housing projects in the city, and create a rejuvenated community full of hope and promise for its residents.

In 1986 the board of the Providence Housing Authority had to make some tough choices. At that time the agency was plagued by many problems. Housing residents complained of the poor conditions of their buildings. Stairs within the buildings were crumbling creating safety hazards. Garbage pickup had been neglected. Local banks no longer trusted the agency's checks. The U.S. Department of Housing and Urban Development threatened to cut off funding if the agency's problems were not solved.

When President Franklin D. Roosevelt launched public housing in 1937, the intent was to provide temporary housing for families in financial straits. Screening was strict; tenants had to be employed. After World War II, the character of public housing gradually